सत्यमेव जयते

Office of the Comptroller & Auditor General of India

SUPREME AUDIT INSTITUTION OF INDIA
लोकहितार्थ सत्यनिष्ठा
Dedicated to Truth in Public Interest

CITIZENS' CHARTER



August, 2020

Revised- March, 2023

Citizens' Charter

Office of the Comptroller and Auditor General of India

9, Deen Dayal Upadhyaya Marg, New Delhi-110124

Vision



(Our vision represents what we aspire to become) Continue to provide independent and credible assurance on public resources and be a global leader in public sector auditing.

Mission



(Our mission enunciates our current role and describes what we are doing today)

Mandated by the Constitution of India, we promote accountability, transparency and good governance through high quality auditing and accounting and provide independent and timely assurance to the Legislature, the Public and the Executive, that public funds are being collected and used effectively and efficiently.

Core Values



(*Our core values are the fundamental beliefs that guide our institution and our people)*

Institutional Values: Maintaining professional standards, objective and balanced approach, independence and transparency.

People Values: Ethical behaviour, integrity, professional competence, fairness and social awareness.

1. Placing of the Annual Finance and Appropriation Accounts and the Audit Reports of the CAG on the website of the CAG

SN	Our Services	How we measure our performance	Our Timelines
1	Dissemination of the Finance and Appropriation Accounts of the States[1] and Audit reports of the CAG through the website of the CAG	Average time taken from the date of tabling of Accounts and Reports in the Parliament or the State Legislature as the case may be, to the date of uploading the same on the website of the CAG	**2 working days** from the date of tabling in Parliament/State Legislature
	[1]*Union Accounts are hosted on the website of the Controller General of Accounts after these are laid in Parliament.*		

2. Supplementary Audit of Accounts of Government Companies

SN	Our Services	How we measure our performance	Our Timelines
1	Empanelment of Chartered Accountants	(a) Average time taken to upload provisional panel on CAG website, from the last date for submission of online applications by Firms/LLPs (b) Average time taken to upload final panel on CAG website, from the last date for receipt of representations on the provisional panel	(a) Second week of April every year (b) Fourth week of July every year

Grievance Redressal: Grievances with regard to provisional empanelment, if any, may be sent through email to *sao2ca5@cag.gov.in* during the period of hosting of the provisional panel on CAG website. Grievances with regard to final empanelment hosted on CAG website may be addressed to Director General (Commercial), Office of the C&AG of India, 9, Deen Dayal Upadhyaya Marg, New Delhi 110124.

3. Pensionary Benefits

SN	Our Services	How we measure our performance	Our Timelines
1	Issue of Pension Payment Orders	Average time taken for issue of Pension Payment Order, from the date of receipt of pension papers along with service books from the respective Drawing and Disbursing Office (DDO)	**30 working days** from the date of receipt of pension papers complete in all respects

2	Finalization of revision of pension cases	Average time taken for finalization of pension revision cases, from the date of receipt of pension papers along with service books from the respective DDO	**30 working days**[2] from the date of receipt of pension papers complete in all respects in respect of individual pensioner
	[2]*Where revision of pension due to Pay Commission recommendations, etc., are received in large numbers simultaneously, some timelines may get extended.*		
3	Re-authorisation of Pension Payment Orders in cases requiring changes in details (name of family pensioner, etc.)	Average time taken for revision of Pension Payment Orders, from the date of receipt of application from the respective DDO	**15 working days** from the date of receipt of application complete in all respects
4	Request for additional information/ documents, if application is incomplete	Average time taken to scrutinise application on its receipt	**5 working days** from the date of receipt of application
5	Attending to Complaints	Online registration of complaints can be done through Online Grievance Redressal System of respective AG offices. Offline registration of complaints can be done through Grievance redressal cells in AG offices and through post.	**30 working days** from the date of receipt of the complaint (both online and offline)

4. Provident Fund Dues

SN	Our Services	How we measure our performance	Our Timelines
1	Issue of orders for final withdrawal	Average time taken for issue of orders for final withdrawal, from the date of receipt of application from the respective DDO	**20 working days** from the date of receipt of application complete in all respects
2	Issue of annual statements to the GPF subscribers	Issuing GPF statements by 31 July of every year	**31 July** following the end of the financial year, on receipt of complete information/ schedule from State's Accounts rendering units

3	Request for additional information/ documents, if application is incomplete	Average time taken to scrutinise application on its receipt	**5 working days** from the date of receipt of application
4	Attending to Complaints	Online registration of complaints can be done through Online Grievance Redress System of respective AG offices. Offline registration of complaints can be done through Grievance redressal cells in AG offices and through post.	**30 working days** from the date of receipt of the complaint (both online and offline)

5. Gazetted Entitlement Functions

SN	Our Services	How we measure our performance	Our Timelines
1	Issue of Pay Slips	Average time taken for issue of Pay Slips from the date of receipt of application from the respective DDO	**20 working days** from the date of receipt of application
2	Issue of history of Service Sheets	Average time taken for issue of History of Service Sheet from the date of receipt of application from the respective DDO	**30 working days** from the date of receipt of application
3	Request for additional information/ documents, if application is incomplete	Average time taken to scrutinise application on its receipt	**5 working days** from the date of receipt of application
4	Attending to Complaints	Online registration of complaints can be done through Online Grievance Redress System of respective AG offices. Offline registration of complaints can be done through Grievance redressal cells in AG offices and through post.	**30 working days** from the date of receipt of the complaint

Grievance Redressal (Items 1, 2 and 3): A link has been made available at https://cag.gov.in/en/page-entitlement-grievance in the CAG website to provide State-wise Grievance Redressal Mechanism for any type of entitlement related grievances. If not satisfied with the response or non-receipt of response, the subscribers may contact the Deputy Accountant General (Fund/Pension) of the Accountant

General's office concerned. For further resolution, subscribers may send email to the Senior Administrative Officer (Complaint) in CAG's office at *grstate2@cag.gov.in*.

6. Performance Report of the Indian Audit and Accounts Department

SN	Our Services	How we measure our performance	Our Timelines
1	Performance Report of the Indian Audit & Accounts Department	A performance report giving an overview of the functioning and significant activities of the department is published every year for the benefit of our stakeholders, including legislators, executives, academia, and members of the public	**6-9 months** from the close of the financial year

If service is not rendered as per the timelines:

1. Inform/write to Ms. Swati Pandey, Principal Director (SMU), Office of the C&AG, 9, Deen Dayal Upadhyaya Marg, New Delhi 110124; Phone: 011-23239720; *dgsmu@cag.gov.in*
2. Send email to Strategic Management Unit of the Office of the C&AG, New Delhi at *sao1smu@cag.gov.in*

Central Public Information Officer

Senior Deputy Accountant General/Deputy Accountant General/Director/Deputy Director, in-charge of Administration in each of the offices of Principal Accountant General/Accountant General/Director General of Audit/Principal Director of Audit/Director of Audit that functions as an independent Public Authority is designated as PIO, and the Head of the office in these offices in the rank of Director General/Principal Accountant General/Accountant General/ Principal Director is designated as Appellate Authority under the RTI Act.

For further information/clarifications contact:

Ms. A. Fani Rao
Dy. Director (Legal) and Central Public Information Officer (Headquarters)
Office of the Comptroller and Auditor General of India
9, Deen Dayal Upadhyay Marg, New Delhi 110124
Phone: 91-11-23509222
Email: raof@cag.gov.in